

Good Afternoon HCH Directors:

Thank you for your dedication and hard work during this public health emergency. We ask providers to do what makes sense and what is consistent with other revisions that have been made to DMH and internal agency policies in response to the COVID-19 pandemic. Services should continue to be provided to the best of everyone's ability. Do not hesitate to reach out and let me know if you have any questions.

Additionally, please see the two attached Memos from DBH for more specifics regarding alternative methods of service delivery.

In order to maintain safety for staff and clients, please review the following:

- Metabolic Syndrome Screening
 - The goal is to continue conducting MBS screenings as able, however it may be necessary to postpone annual MBS screenings or data that was collected face to face may now need to be conducted via other means, such as telephonically.
 - If your agency is not able to maintain an 80% MBS completion rate during the pandemic time period, enrollments will not be frozen.
- Health Screens
 - The goal is to continue conducting annual/initial health screens as able, however, it may be necessary to postpone annual health assessments or data that was collected face to face may now need to be conducted via other means, such as telephonically.
 - There will not be any penalties for postponing an annual health assessment during the pandemic time period.
- Hospital Follow Up and Medication Reconciliation.
 - It is important that we continue to monitor and follow-up on hospital and, if possible, ER visits. We need to do what we can to keep vital hospital resources available for those impacted by COVID-19, however, follow up that usually occurs face-to-face may now be conducted via other means, such as telephonically.
- All monitoring unit reviews will be suspended until further notice, and DBH staff will not review charts for monitoring purposes covering the pandemic timeframe
- It may not be feasible to submit the Monthly Team Log timely each month. Please submit your team log as soon as you are able each month.
- Staffing Ratios
 - Understandably, HCH Staffing ratios may fluctuate during the pandemic, however, it is encouraged for HCH staffing to be maintained if feasible.
 - There will not be any HCH recoupments for staffing during the pandemic time period.
- The DBH will tentatively continue to issue the following reports monthly:
 - Hospital Follow Up and Medication Reconciliation Completion Rates;
 - MBS Completion Rates;
 - PCP Status;
 - MBS Opt Outs – This is provided as an FYI, action is not expected;

- Cyber Access Utilization;
- High Utilization Reports – Our goal continues to be reducing unnecessary ER visits and avoidable hospitalizations; follow-up may be conducted by whatever means is necessary;
- Payment Reject Reports –continue to send in attestation verifications as you had been prior to the pandemic; and
- Other reports on an FYI basis
- HCH Enrollments, Transfers, and Discharges
 - The DBH understands HCH enrollment numbers may fluctuate during the pandemic time period, however we encourage HCH enrollments, transfers, and discharges to continue to be processed if feasible.

HCH Attestations

- Attestations continue to be due by the 15th of every month. Please do not hesitate to reach out to me if you require assistance completing your attestations.
- In order to attest to an individual, that individual must have received one of the six HCH Core Services delivered by one of the four HCH staff.
- During this time, when social distancing is being recommended by the CDC, remember that our HCH SPA allows CMHC HCHs to: *“monitor individual and population health status to determine adherence to treatment guidelines and to develop and distribute reports that indicate progress toward meeting outcomes for individual satisfaction, health status, service delivery, and costs.”*
- CareManager offers several reports, in addition to the Population Quality Report, that allows your HCH to monitor for treatment gaps of your entire HCH population. For question regarding CareManager please email: caremanager@mocoalition.org.
- As always, if your HCH staff provide a HCH Core Service to a HCH individual or the HCH population that service/intervention must to be documented.

Resources

- CDC Website: <https://www.cdc.gov/>
- MO DHSS Website: <https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus/>
- DHSS 24 Hour Hotline: 1-877-435-8411
- CMS Website: <https://www.cms.gov/newsroom/press-releases/cms-publishes-first-set-covid-19-frequently-asked-questions-faqs-state-medicaid-and-childrens-health>
- DMH Disaster Services Team: <https://dmh.mo.gov/disaster-services/covid-19-information>